



FCC Annual Consumer Contact Log

Alabama Relay Consumer Service handled consumer contacts regarding:

- Consumer database profiles
- Technical issues
- Operator performance
- Informational materials
- Consumer commendations

The Relay Program Manager prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report for TRS and CapTel to the Alabama Dual Party Relay Fund administration, which in turn, submits the report to the FCC.

Fig. 5: Consumer Contacts

Month	Commendations	Complaints
July	1	0
Aug.	0	1
Sept.	0	0
Oct.	2	0
Nov.	0	0
Dec.	1	0
Jan.	1	0
Feb.	4	1
March	1	0
April	0	0
May	0	0
June	3	1
TOTAL	13	3



Alabama Relay CapTel Statistics

The following charts indicate the trends of the annual total number of session minutes, call volume, and call origination. The numbers reflect CapTel relay services currently provided by Alabama Relay.

Session Minutes

A breakdown of monthly minutes is shown in Figure 6. This fiscal year's CapTel session minutes totaled 864,946.

Fig. 6: CapTel Session Minutes

July	63,875	Jan.	77,675
Aug.	70,601	Feb.	68,445
Sept.	69,075	March	75,848
Oct.	71,187	April	71,240
Nov.	72,655	May	79,384
Dec.	74,531	June	70,430

Call Volume

A total of 286,870 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 7.

Fig. 7: CapTel Call Volume

July	22,865	Jan.	24,860
Aug.	23,937	Feb.	22,042
Sept.	22,909	March	25,727
Oct.	23,231	April	23,968
Nov.	23,265	May	25,845
Dec.	24,925	June	23,296

FCC Annual Consumer Contact Log

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Sprint Relay Enhancements

Drumroll please...
Wireless CapTel® by Sprint®
 App is now available!

Wireless CapTel® by Sprint® powered by Rakutu is a free app for individuals with hearing loss to place captioned calls on select Android™ powered devices.* Wireless CapTel by Sprint delivers word-for-word captions of everything your caller says, while listening and speaking directly to your caller!

* App requires an Android-powered device with OS 2.2 or higher.

Need a device? Wireless CapTel by Sprint uses VoIP services to connect your calls. Start saving today by visiting sprintrelaystore.com/tw

Scan to download app or search Wireless CapTel by Sprint in the Android Marketplace

Sprint CapTel powered by Rakutu

Wireless CapTel by Sprint

In the fall of 2011, Sprint launched Wireless CapTel by Sprint (WCS) for select Android™ devices with Android™ 2.2 or higher. The application is free, and requires registration verifying that the user is deaf or hard of hearing and is a resident of the United States. After registration, users receive a unique 10-digit captioning phone number that they can use to receive captioned calls. Calls are free and require an active Internet connection.

CapTel 800i

Also in the fall of 2011, the CapTel 800i phone software was expanded with new features, such as choosing from a fast-scrolling captioning or new smooth scrolling option. Another enhancement was the redesigned WebCapTel website at www.sprintcaptel.com. With easier navigation and clearer information, Sprint customers can find information quicker.

Wireless Devices

The 4G Android™-powered product lines are one of several products that Sprint Relay offered in 2011 with a monthly \$39.99 data-only plan, available only to deaf or hard of hearing people. In October 2011, the iPhone®4 and 4S became available to deaf or hard of hearing customers at \$54.99 per month. All wireless devices added to the Sprint Relay product line-up after mid-October 2011 were assigned the same monthly pricing plan as the iPhone®. Product information and pricing plans are available at www.sprintrelaystore.com.



Note: The FCC authorizes Internet Protocol (IP) relay. The Interstate TRS Fund, administered by Rolka Loube Saltzer Associates (RLSA), reimburses relay providers for intrastate and interstate minutes generated.

The State of Alabama currently does **not** pay for IP relay services.

Websites

In March 2012, Sprint revised its Sprint Relay Store website, www.sprintrelaystore.com, and its Sprint Internet Protocol (IP) Relay website at www.sprintip.com.

To learn about Sprint Relay's products and services, and for helpful links, visit www.sprintrelay.com.



Sprint Relay Team

Nancy Salisbury

Regional Vice President
Central Region

Mike Ellis

National TRS Director

Relay Program Management

John Moore

Branch Manager

Mark Seeger

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Angie Officer

Senior Relay Program Manager

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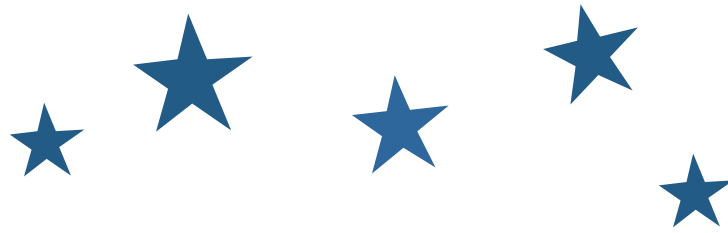
Ken Goulston

Account Executive

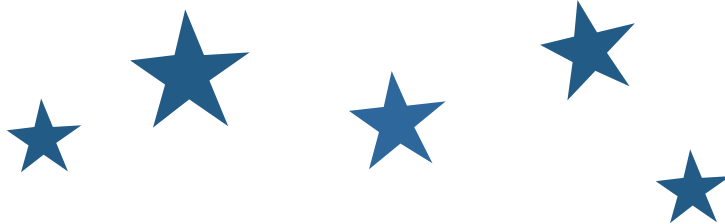
Customer Service

Brian Adamson

Supervisor



Appendices





TRS & CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Incoming Calls Offered	30,187	13,515	13,300	12,685	12,801	13,043	14,371	11,740	12,155	10,967	11,839	10,850	167,453
Incoming Calls Answered	29,556	13,239	12,939	12,435	12,414	12,728	13,911	11,448	11,828	10,674	11,459	10,641	163,272
Abandoned in Queue	631	276	361	250	387	315	460	295	327	293	380	209	4,184
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Relayed Calls (Line 5)	31,968	15,906	15,992	15,355	15,004	15,090	16,044	13,513	14,022	12,867	13,962	13,639	193,362
Total Number of Completed Calls	7,002	7,241	7,336	7,068	6,525	6,323	6,245	6,274	6,500	5,957	6,452	6,368	79,291
Total Number of Subscribers/Users	5,369	5,392	5,360	5,074	5,273	5,211	5,044	4,570	4,760	4,384	4,569	4,375	59,381
Average Weekend Calls	805	360	364	352	374	349	396	387	330	309	345	352	4,723
Average Weekday Calls	1,139	566	595	564	546	543	567	496	502	480	487	499	6,984
SERVICE QUALITY (TRS)													AVERAGE
Average Speed of Answer (ASA)	1.3	1.2	1.4	1.3	1.5	1.2	1.5	1.5	1.4	1.4	1.6	0.9	1.35
Service Level (SVL)	95%	96%	95%	95%	95%	96%	94%	94%	95%	94%	94%	97%	95.0%
													TOTAL
Complaints: TRS	0	1	0	0	0	0	0	1	0	0	0	1	3
Commendations: TRS	1	0	0	2	0	1	1	4	1	0	0	3	13
Complaints: CapTel	0	0	0	0	0	1	0	0	0	0	0	1	2
Commendations: CapTel	1	1	1	2	1	2	0	3	2	0	1	1	15
RELAY MINUTES OF USE													
Total Session Minutes of Service	52,420	45,538	48,167	37,231	41,393	40,666	41,073	39,071	40,792	36,693	39,979	38,394	501,417
Less Interstate Minutes	-3,181	-2,905	-2,679	-2,017	-2,512	-2,400	-2,131	-2,208	-2,301	2,616	2,597	-2,732	-19,855
Less International Minutes	0	-9	0	0	0	-2	0	0	-9	-34	-1	-37	-91
Less Interstate Toll-Free Minutes (51%)	-4,170	-3,827	-4,169	-3,264	-3,857	-3,280	-3,859	-3,540	-3,659	-3,029	-3,278	-3,410	-43,342
Less Interstate Directory Assistance	-7	-9	-20	-13	-17	-5	-28	-4	-8	-10	-3	-8	-131
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes to State of AL	45,062	38,788	41,300	37,224	35,007	34,979	35,054	33,320	34,817	31,005	34,100	32,207	432,862
SPEECH-TO-SPEECH													
Total Speech-to-Speech Minutes	17	99	81	6	17	5	28	6	11	136	185	123	715
Less Interstate Toll-Free Minutes	0	3	0	0	0	0	0	0	0	9	5	0	17
Billable Intrastate STS Session Minutes	17	96	77	6	17	5	28	6	11	127	174	86	652
CAPTEL INFORMATION													TOTAL
Call Count	22,865	23,937	22,909	23,231	23,265	24,925	24,860	22,042	25,727	23,968	25,845	23,296	286,870
													AVERAGE
Average Session Minutes Per Call	2.57	2.67	2.59	2.62	3.12	2.99	2.64	3.11	2.95	2.97	3.07	3.02	2.86
Average Speed of Answer (ASA)	0.71	0.89	0.85	0.83	0.86	0.70	0.83	0.70	0.74	0.67	0.66	0.63	0.76
Service Level (SVL)	95.00%	98.58%	98.80%	98.70%	98.70%	99.40%	98.83%	99.45%	99.10%	99.46%	99.64%	99.86%	98.79%
													TOTAL
Total CapTel Minutes	63,875	70,601	69,075	71,187	72,655	74,531	77,675	68,445	75,848	71,240	79,384	70,430	864,946
Less Interstate Session Minutes	-9,757	-10,538	-12,484	-12,708	-12,053	-12,655	-13,285	-10,323	-12,003	-11,431	-11,800	-9,914	-138,952
Less International Session Minutes	-13	-7	-6	-4	-4	-4	-8	-10	-29	-253	-37	-79	-454
Less Interstate Toll-Free Minutes (51%)	-2,535	-3,072	-2,582	-2,628	-2,775	-2,482	-3,341	-3,393	-3,380	-5,698	-4,003	-2,953	-38,843
Billable Intrastate CapTel Minutes	51,308	56,733	53,774	55,515	57,520	59,152	60,747	54,461	60,145	56,339	63,250	57,184	686,129



Outreach Activities

Date	Event	City	Target Audience	# of Participants	Activity	Commonly Asked Questions	Support Staff
July 2011							
Entire month	Contacted retirement homes	Birmingham	D/HH		Called retirement homes to schedule information drop-off or presentation	N/A	J. Murray
Entire month	Research	Birmingham	D/HH		Conducted research to identify potential events	N/A	J. Murray
30	Event at friend's house	Ralph	Older people	35	Presented and explained CapTel to guests and answered questions	Cost of phone	J. Murray
August 2011							
7	Event at friend's house	Tuscaloosa	Friends	25	Presented and explained CapTel and answered questions	How phone works	J. Murray
27	1:1 with customer	Tuscaloosa	D/HH/H	50	Discussed with Manager of UA club plans of future CapTel exhibits	N/A	J. Murray
Entire month	Research	Birmingham/Tuscaloosa	D/HH		Conducted research to identify potential events	N/A	J. Murray
Entire month	Contacted retirement homes	Birmingham/Tuscaloosa	D/HH		Called retirement homes to schedule information drop-off or presentation	N/A	J. Murray
September 2011							
1, 22	Organizing	Birmingham	D/HH		Organized client contactss and scheduled times for delivery of information to retirement homes	N/A	J. Murray
10	1:1 with family member	Tuscaloosa	Older family	3	Went to family's home to demonstrate and discuss CapTel	Phone features	J. Murray
24	Event at Friend's	Tuscaloosa	HH/H	20	Presented and explained CapTel to guest and answered questions	Phone features	J. Murray
29	Computer work	Birmingham	D/HH		Created spreadsheets for retirement homes contacted and mapped locations for drop-off of information	N/A	J. Murray
Entire month	Research	Birmingham/Tuscaloosa	D/HH		Conducted research to identify potential events	N/A	J. Murray
Entire month	Contacted retirement homes	Birmingham	D/HH		Called retirement homes to schedule information drop-off or presentation	N/A	J. Murray
October 2011							
6-9	Southern Women's Show	Birmingham	D/HH/H	5,000	Presented and explained CapTel, answered questions and passed out flyers	Cost, general info on company	J. Murray, D. Murray and P. Bolton
15	Research	Mobile	D/HH/SR		Research to identify potential clients	N/A	P. Bolton
16	1:1 with friend	Birmingham	Elderly	1	Explained CapTel	Cost, general info on company	D. Murray



20	Mobile Regional Senior. Community Center, Brookside Community Center	Mobile	D/HH/SR	100	Discussed CapTel and left flyers, set up luncheon and presentation	Cost; general info	P. Bolton
21-23	Research	Mobile	D/HH/SR		Research to identify potential clients	N/A	P. Bolton
22	Flyer Distributing	Tuscaloosa	D/HH/H		Passed out flyers, brochures and business cards and made contact with staff for future presentations at Brice Hospital	N/A	J. Murray, D. Murray
23	Wellness Expo	Birmingham	HH/H	100	Presented and explained CapTel to guests and passed out flyers and brochures.	Cost, general info on company	D. Murray
24	Bryce Hospital	Tuscaloosa	D/HH	150	Presented CapTel and passed out brochures	Phone features, cost	D. Murray
24	Mobile Regional Community Center	Mobile	SR	100	Set up display/Luncheon	Cost, general info on company	P. Bolton
24	Beltone	Mobile	D/HH	5	Presentation	Cost, general info on company	P. Bolton
25	Hearthstone	Mobile	SR		Met with staff. Answered questions; left brochures	Cost, general info on company	P. Bolton
26	Research	Mobile	D/HH/SR		Research to identify potential clients	N/A	P. Bolton
28	Research	Mobile	D/HH/SR		Research to identify potential clients	N/A	P. Bolton
Entire month	Re-contacted retirement homes	Birmingham/Tuscaloosa	D/HH/H		Attempted to recontact retirement homes where messages were left with no response	N/A	J. Murray
Entire month	Research	Birmingham	Audiologist/D/HH		Conducted research to locate audiologists in area	General info	J. Murray
November 2011							
2	Research	Mobile	D/HH/SR		Research to identify potential clients	N/A	P. Bolton
3	Meadows/Atmore Nursing Center	Atmore	SR	50	Met with staff and residents to show CapTel and answer questions	General info	P. Bolton
4	Monroeville, Grove Hill Jackson, Mt Vernon	Monroeville, Grove Hill, Jackson, Mt Vernon	D/HH/SR	200	Visited numerous Senior centers, assisted living facilities, and Hearing Centers; did phone demonstrations and presentations	Cost and general info	P. Bolton
5	Flyer Distributing	Tuscaloosa	D/HH/H	90,000	Passed out flyers, brochures and business cards on the University of Alabama campus	Cost; was it available for wireless	J. Murray, D. Murray
7	Research	Mobile	D/HH/SR		Research to identify potential clients	N/A	P. Bolton
8	Somerby-Beltone	Mobile	D/HH/SR	10	Demonstrated Phone, answered questions and left brochures	Cost and general info	P. Bolton
9	Research	Mobile	D/HH/SR		Research to identify potential clients	N/A	P. Bolton



10	Atria-Gordon Oaks	Mobile	SR	10	Demonstrated phone, answered questions and left brochures	Cost and general info	P. Bolton
11	Research	Mobile	D/HH/SR		Research to identify potential clients, Set appointments	N/A	P. Bolton
11	Contacted retirement homes	Huntsville	D/HH/H		Went to Huntsville retirement homes to make initial contact with activity director	N/A	J. Murray, D. Murray
12	Research	Birmingham	D/HH		Researched updated expo websites for upcoming events	N/A	J. Murray
14-16	Research	Mobile	D/HH/SR		Research to identify potential clients, set appointments, and find expos or conventions	N/A	P. Bolton
15	School Curriculum Seminar	Gadsden	D/HH/H	200	Attended Gadsden School District Teacher's Curriculum Improvement Seminar to discuss lessons that could be presented to students	Cost of equipment	J. Murray, D. Murray
17	Catherine Place	Daphne	SR	10	Demonstrated phone, answered questions and left brochures	Cost and general info	P. Bolton
18	Mobile Senior Center/ Murray House	Mobile	SR	10	Demonstrated phone, answered questions and left brochures	Cost and general info	P. Bolton
18	1:1 with potential clients	Tuscaloosa	D/HH	0	Went to DCH Regional Medical Center to distribute flyers and schedule one-on-one meetings with hearing specialists	N/A	J. Murray, D. Murray
19	Flyer Distributing	Tuscaloosa	D/HH/H	90,000	Distributed flyers and business cards at UA campus	Cost	J. Murray, D. Murray
21-23	Research	Mobile, Baldwin, Dothan	D/HH/SR		Researched facilities, expos, meetings, local functions	N/A	P. Bolton
22	Follow-up	Gadsden	D/HH/H		Visited Gadsden Board of Education to build on interest and pass out business cards and brochures	N/A	J. Murray, D. Murray
26	Follow-up	Tuscaloosa	D/HH/H	2	Follow up visit on previously contacted potential clients and gained leads for new territory to cover	N/A	J. Murray, D. Murray
27	Research	Birmingham	D/HH		Researched Greene county area to locate places given as leads	N/A	J. Murray
28	Research	Mobile	D/HH/SR		Researched facilities, expos	N/A	P. Bolton
29	1:1 with potential clients	Leeds	D/HH/H		Traveled to Trinity hospital in Leeds to establish contact with staff	N/A	J. Murray, D. Murray
29	Foley Senior Center-Deramus	Foley	D/HH/SR	10	Demonstrated phone, answered questions and left brochures	Cost and general info	P. Bolton
30	Citronelle Asst Living, Senior Center, Wilmer Senior Center	Citronelle, Wilmer	D/HH/SR	10	Demonstrated phone, answered questions and left brochures	Cost and general info	P. Bolton
December 2011							
1-2 and 5-6	Research	Mobile	D/HH/SR		Research to identify potential clients, set appointments, find expos/senior conventions	N/A	P. Bolton



6,8	1:1 with potential clients	Huntsville	D/HH/H		Went to Huntsville and visited centers for hearing to schedule appointments with office manager to promote CapTel; visited potential client's home	General info	J. Murray, D. Murray
7,8	1:1 Customer	Montgomery	SR/HH	1	Met with customer, worked on problems with phone and connections, trained how to use. Spoke with his Dr.	How to use phone	P. Bolton
8	Eastlake Estates	Montgomery	SR	5	Demonstrated phone and left brochures	Cost and general questions	P. Bolton
8	Hearing Loss & Support Group	Montgomery	D/HH	50	Phone presentation, left brochures, answered questions	Cost and general questions	P. Bolton
12-14	Research	Mobile	D/HH/SR		Researched meetings, expos, conventions, made calls to set up appointments.	N/A	P. Bolton
13	North Alabama Health Center	Huntsville	D/HH/H		Presented CapTel and passed out brochures	Phone features, cost, how to qualify	D. Murray
14	1:1 with Customer	Snead	D/HH		Followed up on a lead with potential customer	Cost	J. Murray
15	Foley Senior Center, Live Oak Village, ALA Hearing & Balance	Foley	D/HH/SR	50	Presented and demonstrated CapTel phone; left brochures	Cost and general	P. Bolton
16	Bay Audiology & Beltone	Mobile	D/HH/SR	5	Introduced phone and demonstrated, left brochures	Cost and general	P. Bolton
16	Brookwood Medical Center	Birmingham	HH/H		Present CapTel	Cost, general info on company	D. Murray
16	1:1 with Customer	Birmingham	HH/H		Demonstrated CapTel phone to potential customer	Cost, how to qualify	D. Murray
17	Hospital Seminar	Birmingham	D/HH		Attended seminar at Brookwood Medical, passed out information to attendees	How to qualify for free phone	J. Murray
19-22	Research	Mobile, Dothan	D/HH/SR		Researched meetings, expos, new facilities	N/A	P. Bolton
22	Northeast Alabama Audiology	Gadsden	D/HH		Presented CapTel and passed out brochures	Cost, how to qualify	D. Murray
27	Prattville Audiologists	Prattville	D/HH/H		Present CapTel to different audiologists	Cost, how to qualify, general info	D. Murray
28	Selma Audiologists	Selma	D/HH/H		Present CapTel to different audiologists	Cost, general info on company	D. Murray
28	1:1 with customer	Birmingham	D/HH		Had phone meeting with a potential client and set up a date to demonstrate CapTel	N/A	J. Murray
28	Beltone-Atria Regency-Sommerby	Mobile	D/HH/SR	10	Trained on phone	General questions	P. Bolton
1,31	Research	throughout North Alabama	D/HH/H		Checked updates on sites for expos and tradeshows	N/A	J. Murray



Entire month	Potential client visits	Throughout North Alabama	D/HH/H		Visited several centers to make initial contact and schedule presentations to promote CapTel	General info	J. Murray, D. Murray
Entire month	Recontacted retirement homes	throughout North Alabama	D/HH/H		Attempted to recontact retirement homes where messages were left with no response	N/A	J. Murray
January 2012							
3	Speech Pathology Center	Aliceville	D/HH/H		Presented and explained CapTel to Audiologists	General info on company, phone features	D. Murray
3,4	Research	Citronelle-Atmore, Brewton	D/HH/SR		Researched assisted living and hearing centers, meeting and expos	N/A	P. Bolton
5	Citronelle Asst Living	Citronelle	SR	5	Met with staff, demonstrated phone and left brochures	Cost and general questions	P. Bolton
5	Atmore Rotary Village	Atmore	SR/HH	5	Met with staff, demonstrated phone and left brochures	Cost and general questions	P. Bolton
6	ABCs of Speech Therapy	Greensboro	D/HH/H		Presented CapTel and passed out brochures	How does phone work	D. Murray
6	1:1 Customer	Montgomery	SR/HH	1	Met with customer to resolve phone problems	How to use phone	P. Bolton
6	1:1 customer	Montgomery	SR/HH	1	Met with customer; hooked up phone and trained how to use	How to use phone	P. Bolton
9	Research	Grand Bay	SR/HH		Researched Grand Bay and surrounding areas	N/A	P. Bolton
10	Country Gable & Home Sweet Home	Grand Bay	SR	5	Trained on phone; left brochures	How to use phone	P. Bolton
11	Research	Mobile	D/HH/SR		Worked on scheduling appointments	N/A	P. Bolton
12	Mobile Senior Center-Leola Tricky Senior Center	Mobile	D/HH/SR	10	Demonstrated phone and answered questions	Cost and general questions	P. Bolton
13	1:1 with potential clients	Birmingham	D/HH/H		Discussed CapTel with fellow parents-to-be in planned childbirth class	How does phone work	J. Murray, D. Murray
15	Event at Friend's	Hueytown	D/HH/H		Presented and explained CapTel to guest and answered questions	Does phone work with DSL	J. Murray
16	Gadsden School District	Gadsden	HH/H		Presented CapTel and passed out brochures	Are there any special programs for schools; cost	D. Murray
13,16-17	Research	Wilmer/Baldwin County	D/HH/SR		Researched assisted living and senior centers, meetings and scheduled appointments	N/A	P. Bolton
17	Carver High School	Birmingham	D/HH/H		Presented CapTel to different classrooms for special hearing needs children and to address questions from the staff	How does phone work	J. Murray, D. Murray
18	Wilmer Senior Center	Wilmer	HH/SR	20	Presentation and answered questions	Cost and general questions	P. Bolton
19	Ear Lab	Montrose	D/HH	5	Demonstrated phone and answered questions	Cost and general questions	P. Bolton



20	Ascent Ear Lab	Mobile	D/HH	5	Demonstrated phone and answered questions	Cost and general questions	P. Bolton
20	1:1 with Customer	Birmingham	D/HH/H		Presented CapTel to a visiting friend	Does phone plug into regular wall jack	J. Murray, D. Murray
23-24	Research	Fairhope	D/HH/SR		Set up appointments and researched Fairhope area for Potential clients	N/A	P. Bolton
24	Empire Speech Therapy	Pelham	D/HH/H		Presented CapTel services to staff at Empire Speech Therapy	Cost	J. Murray, D. Murray
25	Ascent-Ear Lab	Fairhope	D/HH	5	Demonstrated phone and left brochures with office staff	Cost and general questions	P. Bolton
26	Beltone	Saraland, Jackson	D/HH	5	Demonstrated phone and left brochures with office staff	Cost and general questions	P. Bolton
26	1:1 with Customer	Prattville	Elderly		Presented CapTel and demonstrated phone with potential client	Cost, how to qualify	D. Murray
29	Research	Mobile	D/HH/SR		Research for potential clients	N/A	P. Bolton
Entire month	Follow-up	Throughout North Alabama	D/HH		Traveled to offices as well as responded to e-mails	More info on affiliation with Alabama Relay	J. Murray, D. Murray
Entire month	Research	throughout the state	D/HH/H		Research to find updated expos and tradeshow for 2012	N/A	J. Murray, D. Murray
February 2012							
1	traveled to Northridge High School	Tuscaloosa	HH/H		Presented CapTel to members of faculty	General info on company, phone features	D. Murray
1	Senior Expo	Melbourne	SR	200	Demonstrated phone; answered questions	Cost and general questions	P. Bolton
4	1:1 with Customer	Adamsville	HH/H		Demonstrated CapTel phone with potential customer	How does phone work	D. Murray
6-7	Research	Foley	D/HH/SR		Researched facilities in area, meetings, expos and conventions	N/A	P. Bolton
8	Advanced Audiology, Baldwin Hearing, Beltone	Foley, Orange Beach	D/HH/SR	20	Worked with staff and answered questions	Cost and general	P. Bolton
8	1:1 with Customer	Prattville	HH/H		Demonstrated CapTel phone with potential customer	Cost	D. Murray
9	Birmingham School District	Birmingham	HH/H		Presented CapTel to faculty	Cost; different programs for students	D. Murray
9	Newport Audiology Ear Lab, Home Sweet Home	Theodore	D/HH/SR	10	Worked with staff and answered questions	Cost and general	P. Bolton
11,13-15	Research	Mobile	D/HH/SR		Researched facilities in Bay Minette area, Located potential clients, expos, seminars	N/A	P. Bolton
11	UA Club	Tuscaloosa	HH/H		Presented CapTel to group of Elderly	Cost, how long free relay services will exist	D. Murray
15	Huntsville High	Huntsville	HH/H		Presented CapTel to faculty	Cost, different services offered for schools	D. Murray
16	Tarrant High School	Tarrant	HH/H		Presented CapTel and demonstrated phone with students	Cost, age requirement	D. Murray



16	Atria-Monroeville Senior Center, Hearthstone	Mobile, Monroeville	SR	10	Demonstrated phone; answered questions	Cost and general	P. Bolton
17	Southern Oaks-Azalea Place	Bay Minette	SR/HH	10	Demonstrated phone; answered questions	Cost and general questions	P. Bolton
20	Research	Mobile	D/HH/SR		Research for potential clients	N/A	P. Bolton
21	UA Campus	Tuscaloosa	HH/H		passed out flyers and brochures	Cost, general info on company	D. Murray
23	Belton-Ear Lab-Ascent	Mobile	D/HH/SR	10	Demonstrated phone; answered questions, presentations	General questions	P. Bolton
24	Region Field	Birmingham	HH/H	100	Passed out flyers and brochures	Cost	D. Murray
24	Citronelle Senior Center	Citronelle	HH/SR	20	Presentation	General questions	P. Bolton
25-26	Research	Mobile	D/HH/SR		Research for potential clients	N/A	P. Bolton
20 - 26	Research	Throughout the state	D/HH/H		Attempted to locate and contact schools and colleges in different cities to schedule presentations. Also searched for expos	N/A	J. Murray, D. Murray
28	Information Packets	Throughout North Alabama	D/HH/H		Created info packets to send to schools requesting more info	N/A	J. Murray, D. Murray
28	Belton-Southern Oaks Delta - Meadows	Creola, Mt. Vernon	D/HH/SR	20	Demonstrated phone; answered questions	General questions	P. Bolton
29	Westgate Village Meadows	Brewton	D/HH/SR		Demonstrated phone; answered questions; left brochures	General questions	P. Bolton
March 2012							
1-4	Senior Show	Ocala, FL	D/HH/SR	500	Set up booth, spoke with potential clients, demonstrated phone	General questions, cost	P. Bolton
2	University of Alabama Huntsville	Huntsville	HH/H	100	Passed out flyers and brochures	Cost, general info on the phone and company	D. Murray
3	University of West Alabama	Livingston	HH/H	100	Passed out flyers and brochures	Cost	D. Murray
5-7	Research	Mobile	D/HH/SR		Researched upcoming expos, shows, identify potential clients	N/A	P. Bolton
8	Belton-Country Oaks	Thomasville	D/HH/SR	10	Trained on phone; left brochures	General questions	P. Bolton
9	University of North Alabama	Florence	HH/H	100	Passed out flyers and brochures	How does phone work	D. Murray
9	I Source-Live Oak-Golden Living	Foley, Robertsdale	D/HH/SR	10	Introduced company; demonstrated phone	General questions	P. Bolton
10	1:1 with customer	Tuscaloosa	HH/H		Demonstrated CapTel phone and features	Cost	D. Murray
12-14	Research	Mobile	D/HH/SR		Potential clients and set appointments	General questions	P. Bolton
13-16	Visited high schools in Tuscaloosa	Tuscaloosa	HH/H	100	Discussed CapTel with faculty members	Cost, general info on the phone and company	D. Murray
15	Belton-Ascent Premier	Mobile	D/HH/SR	10	Met with potential clients and trained on phone	General questions	P. Bolton
17	Canvassed neighborhood	Birmingham	D/HH		Canvassed neighborhood to gain leads	N/A	J. Murray
19-21	Research	Mobile	D/HH/SR		Identified potential clients and scheduled appointments	General questions	P. Bolton



22	Atria-Somerby Brookstone	Mobile	D/HH/SR	5	Worked with potential clients on phone; answered questions	General questions	P. Bolton
23	Prattville High	Prattville	HH/H	20	Discussed CapTel with faculty members	Cost	D. Murray
23	Westminster	Fairhope	SR	5	Met with staff and introduced phone	General questions	P. Bolton
24	Autaugaville	Autaugaville	HH/H	20	Discussed CapTel with faculty members	Cost	D. Murray
26	Research	Mobile	D/HH/SR		Identified potential clients and scheduled appointments	N/A	P. Bolton
27	Cottonwood Senior.-Univer Oaks-Springhill Senior Center	Mobile	D/HH/SR	10	Met with staff and potential clients, demonstrated phone	General questions	P. Bolton
28	Mercy Med-Ear Lab-Ascent	Fairhope	D/HH/SR	10	Met with staff and potential clients, demonstrated phone	General questions	P. Bolton
29	Hearing Aid Shop-Beltone-Saraland Manor	Saraland	D/HH/SR	10	Met with staff; demonstrated phone	General questions	P. Bolton
30th-31st	Research	Mobile	D/HH/SR		Identified potential clients and expos, conventions and meetings	N/A	P. Bolton
Entire month	Research and Contact	throughout the state	D/HH		Attempted to locate and contact schools and colleges in different cities to schedule presentations.	N/A	J. Murray
Entire month	Mary Kay events	Birmingham	D/HH/H	20	Presented CapTel at several Mary Kay events, answering questions and acquired leads	How does phone work	J. Murray
April 2012							
2nd-4th	Research	Mobile	D/HH/SR		Identified potential clients, set appointments, made calls	N/A	P. Bolton
2	Randu-Crowne-Knollwood Home Instead	Mobile	D/HH/SR	10	Met with staff; demonstrated phone	General questions	P. Bolton
5	Westminster-Baldwin Optical-AL Hearing	Foley	D/HH/SR	10	Worked with potential clients	General questions	P. Bolton
5	Gadsden City Schools	Gadsden	HH/H	20	Discussed CapTel with faculty members	Cost, general info on the phone and company	D. Murray
8	Excel Institute	Gadsden	HH/H		Discussed CapTel with staff members	Cost, general info on the phone and company	D. Murray
8	1:1 with customer	Birmingham	D/HH/H	1	Discussed and presented CapTel to a visiting family member	How does phone work	J. Murray, D. Murray
9-11	Research	Mobile	D/HH/SR		Identified potential clients	General questions	P. Bolton
12	Institute for Deaf and blind	Talladega	D/HH/H	220	Discussed CapTel with staff members	Cost, general info on the phone and company	D. Murray
12	Citronelle Senior Center-Conv Center-Country Haven	Citronelle	D/HH/SR	20	Presentation	General questions	P. Bolton
13	Family gathering	Birmingham	D/HH/H	25	Presented and explained CapTel and answered questions	How to get it wireless	J. Murray, D. Murray



13	Oakwood-Southern Oaks-Bayside	Bay Minette	D/HH/SR	20	Presentation	General questions	P. Bolton
14	UA campus for Spring game	Tuscaloosa	N/A	1,000	Passed out flyers and brochures	Cost, age requirement	D. Murray
16,18	Research	Mobile	D/HH/SR		Researched new clients and potential shows	N/A	P. Bolton
16-27	Training on the CT 840i	VA	D/HH/H	35	Training	General questions	P. Bolton
17	Jackson Health-Mt Vernon Senior Center	Jackson, Mt Vernon	D/HH/SR	20	Presentation	General questions	P. Bolton
19	North Mobile Retirement, Autumn Breeze	Mobile	D/HH/SR	10	Demonstrated phone & Answered Questions	General questions	P. Bolton
19	Center for Hearing	Huntsville	HH/H		Discussed CapTel with staff members	Cost, general info on the phone and company	D. Murray
20	Hearing Center	Huntsville	D/HH/H		Discussed CapTel with staff members	Cost, general info on the phone and company	D. Murray
22	Phone 1:1 with customer	Birmingham	D/HH/H	1	Discussed CapTel with family member	Who qualifies for free phone	J. Murray
25	Hearing Institute	Hazel Green	D/HH/H		Discussed with faculty member	Cost, general info on the phone and company	D. Murray
26	Bessemer Assembly Hall	Bessemer	HH/H		presented CapTel to staff members	How does phone work	D. Murray
30	Research	Mobile	D/HH/SR		Researched New clients and potential shows	N/A	P. Bolton
Entire month	Mary Kay events	Birmingham	D/HH/H	20	Presented CapTel at several Mary Kay events, answering questions and acquired leads	How does phone work	J. Murray
May 2012							
1	Live Oak-Advance Audiology-Deramus	Mobile	D/HH	10	Met with staff and clients	General questions	P. Bolton
2	Center for Hearing	Scottsboro	D/HH/H	20	Discussed CapTel with staff members	Cost, general info on the phone and company	D. Murray
2,7,9	Research	Mobile	D/HH/SR		Research for New Clients and calls for appointments	N/A	P. Bolton
3	Baptist Hospital	Prattville	HH/H		Discussed CapTel with staff members	Cost	D. Murray
3	Homestead Village, Beverly	Fairhope	D/HH/Senior	10	Phone demonstrations	General questions	P. Bolton
8	Saraland Senior Center, Beltone	Saraland	D/HH/SR	10	Presentation	General questions	P. Bolton
9	Northwest Alabama Hearing Clinic	Hamilton	HH/H		Discussed CapTel with staff members	Cost, general info on the phone and company	D. Murray
10	Easter Seals	Tuscaloosa	HH/H		presented CapTel members of staff	Requirements, general info on the phone and company	D. Murray



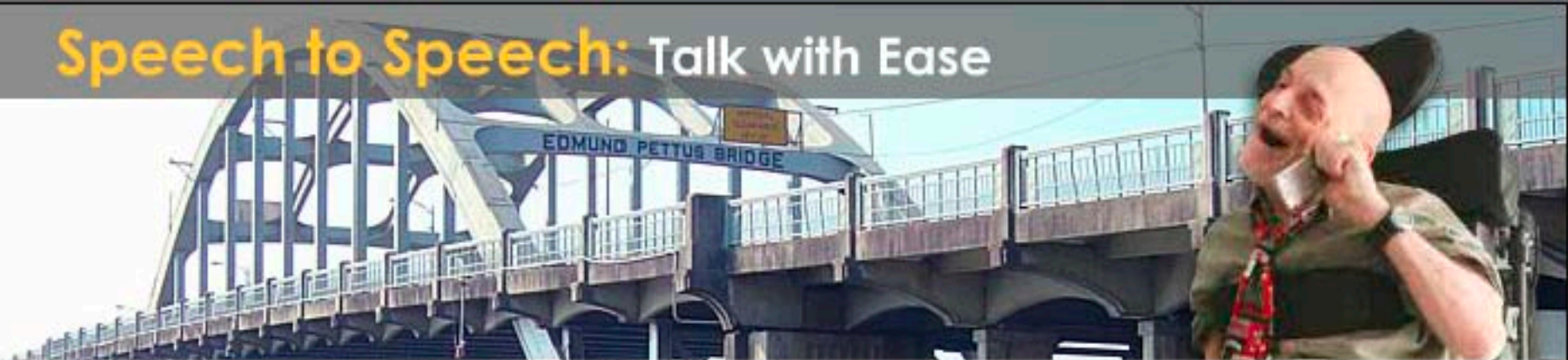
10	Meadows of Monroeville, Monroeville Manor	Monroeville	SR	10	Presentation	General questions	P. Bolton
12	Presentation at Home	Birmingham	D/HH/H	15	Presented and explained CapTel to guest and answered questions	How to get free phone	J. Murray, D. Murray
14,16	Research	Mobile	D/HH/SR		Research for New Clients and set appointments	N/A	P. Bolton
15	Sen. Health Center-Bay Audiology	Mobile	D/HH/SR	10	Introduced Phone and answered questions	General questions	P. Bolton
16	Crestwood Medical Center	Huntsville	HH/H		Discussed and presented CapTel to staff	How to get free phones for patients	D. Murray
17	Independent Liv Center, Tillmans Corner Senior Center	Mobile	D/HH/SR	10	Demonstrated phone and an- swered questions	General questions	P. Bolton
18	Senior Community Cen- ter-AARP info Center- Mobile Adult Center	Mobile	D/HH/SR	20	Demonstrated Phone left bro- chures	General questions	P. Bolton
22-23	Research	Mobile	D/HH/SR		Researched potential clients, made calls and set appointments	N/A	P. Bolton
24	Our Southern Home- Homestead Village, Birches	Foley	D/HH/SR	20	Demonstrated phone; left brochures	General questions	P. Bolton
26	Family gathering	Birmingham	D/HH/H	20	Presented and explained CapTel to guest and answered questions	What the caption does	J. Murray
29,31	Research	Mobile	D/HH/SR		Researched Dothan area for potential clients	N/A	P. Bolton
30	Springhill Senior Residence, Retired and Senior Volunteers	Mobile	D/HH/SR	1	Demonstrated phone	General questions	P. Bolton
31	Center for Advanced Therapy	Madison	D/HH/H	0	Discussed CapTel with Audiolo- gists	Costs, phone features	D. Murray
Entire month	Mary Kay events	Birmingham	D/HH/H	20	Presented CapTel at several Mary Kay events, answering questions and acquired leads	Cost	J. Murray
Entire month	Research	Birmingham	D/HH/H		Attempted to locate and contact schools and colleges in different cities to schedule presentations. Also searched for new expos	N/A	J. Murray, D. Murray
June 2012							
1	Satsuma Senior Center, Highpoint Senior Apts, Creola Senior Center	Satsuma, Creola	D/HH/SR	30	Demonstrated phone and an- swered questions	General questions	P. Bolton
3,4,5	UA campus	Tuscaloosa	D/HH/H	50,000	Passed out flyers and cards on the Alabama campus	N/A	J. Murray, D. Murray
5	Research	Mobile	D/HH/SR		Researched Ozark & Opp area	N/A	P. Bolton
7	Hearing Center- Southern Hearing- Baptist Villa	Dothan	D/HH/SR	30	Introduced staff to phone and answered questions	General questions	P. Bolton
8	Daleville, Opp	Daleville, Opp	D/HH/SR	30	Visited senior centers, assisted living centers	General questions	P. Bolton



11,13	Jacksonville State University	Jacksonville	N/A	50	Discussed CapTel with students	How long the program will last, cost, phone features	D. Murray
11,13	Research	Mobile	D/HH/SR		Researched potential clients & set appointments	General questions	P. Bolton
12	Meadows-Country Oak	Mobile	D/HH/SR	10	Demonstrated phone to clients	General questions	P. Bolton
14	Selma Baptist Speech center	Selma	N/A		Discussed CapTel with staff members	Cost, general info on the phone and company	D. Murray
14	Ascent-Ear Lab-Senior Center	Fairhope	D/HH/SR	20	Visited with potential clients and demonstrated phone	General questions	P. Bolton
17	Brookwood Medical Health Awareness Drive	Birmingham	D/HH	200	Passed out flyers and cards and answered questions	N/A	J. Murray
18,20	Research	Mobile	D/HH/SR		Phone Calls to Potential clients & facilities	General questions	P. Bolton
18	Alabama A&M University	Prattville	N/A	100	Passed out flyers and brochures	Cost	D. Murray
19	Gardens-Homestead Comfort Keepers	Foley, Fairhope	D/HH/SR	20	Demonstrated phone and answered questions	General questions	P. Bolton
20	Alabama State University	Normal	N/A	100	Passed out flyers and brochures	Phone features, cost	D. Murray
20	Carroll Place-Knollwood Point-Elmcroft	Mobile	D/HH/SR	20	Left brochures and met with staff	General questions	P. Bolton
21	Stillman University	Tuscaloosa	N/A	100	Passed out flyers and brochures	Cost	D. Murray
Entire month	Research	Birmingham	N/A		Researched new areas to focus on within my territory. Called to check on clients.	N/A	D. Murray
Entire month	Mary Kay Events	Birmingham	D/HH/H	20	Presented CapTel at several Mary Kay events, answering questions and acquired leads	N/A	J. Murray
			Total	240,037			

Appendix H:
Alabama Relay Website Screenshots

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Enhanced Speech-to-Speech Service

**Dial 7-1-1 or
1-800-548-2928**



[Click to My Email Set Up](#)

My Email Set Up

In order to speed up the set-up of the call, Alabama Relay now offers **STS Email Set-up**. Now, STS users can email call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the subject of the call, or anything that makes it easier for the STS user to complete the call. This feature cannot be used to request a specific relay operator, schedule an STS call or be used in lieu of placing a live call.



At a Quick Glance



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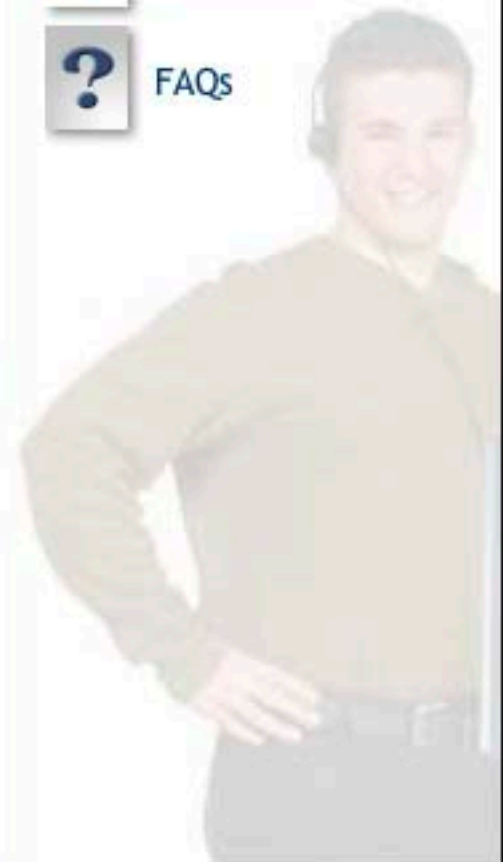
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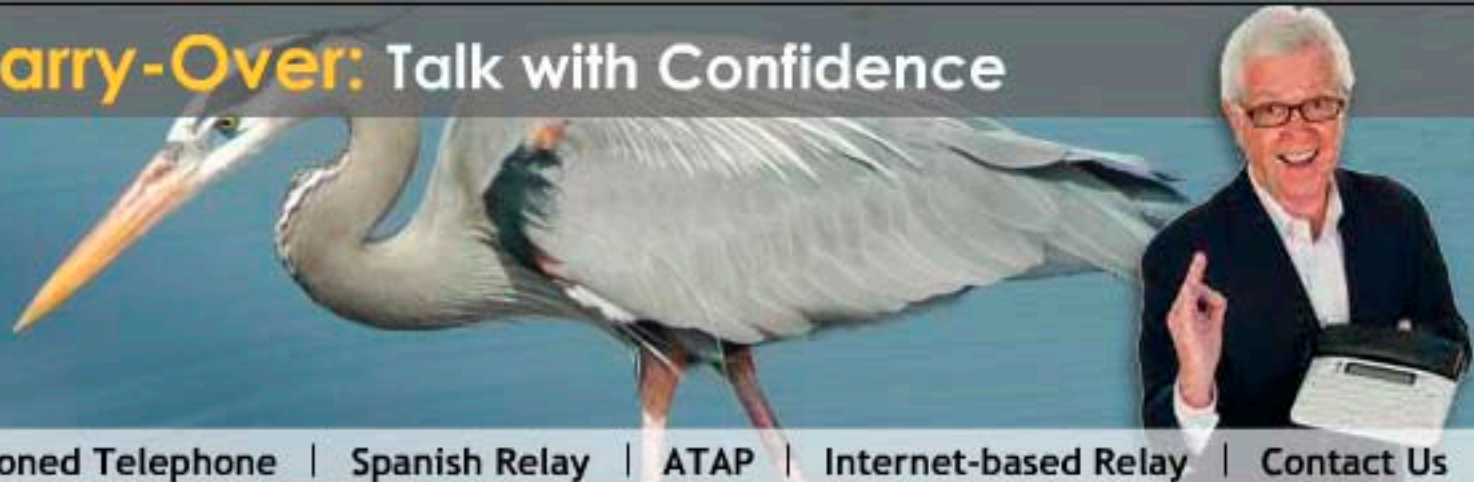
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[Click here](#) to read **My Step-by-Step Instructions**



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What is 7-1-1?

7-1-1 is a statewide telephone number that relay users can dial to connect with Alabama Relay. It is available anywhere 24/7/365 from any location in Wisconsin, as well as in any state you may visit and through any type of telephone you wish to use, including cell phones.



The 7-1-1 dialing was mandated by FCC on October 1, 2001. If you have difficulty dialing 7-1-1, please [let us know](#) and we will attempt to help get the issue resolved.

At a Quick Glance



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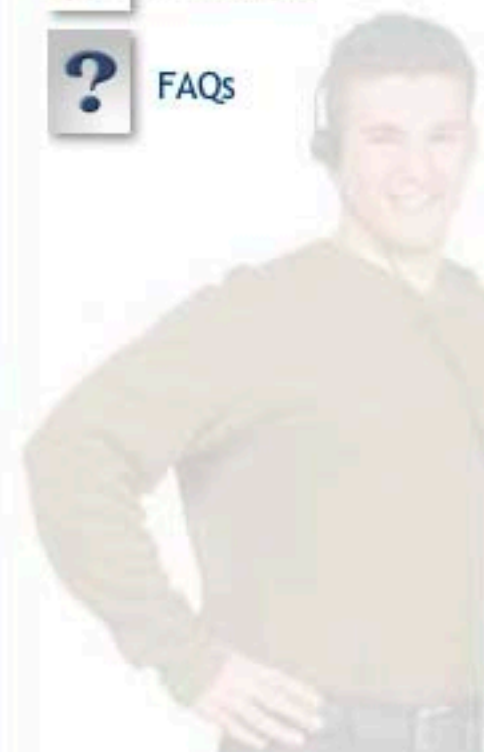
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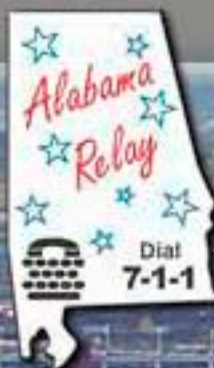


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Spanish/Español Relay:

Spanish-to-Spanish:
Dial 7-1-1 or 1-800-548-8317

Spanish-to-English:
Dial 7-1-1 or 1-800-548-8317

Alabama Relay offers Spanish relay service for our Spanish-speaking customers. TTY users can type in Spanish and the conversations will be relayed in Spanish or English to the called party.

Alabama le ofrece el servicio de relevo a nuestros clientes en español. Los consumidores de TTY pueden escribir por máquina en español y las conversaciones serán retransmitidas en español y inglés.



For more information:



[Spanish Relay](#)



[How Spanish Relay Works](#)



[¿Cómo funciona el servicio de relevo en español?](#)

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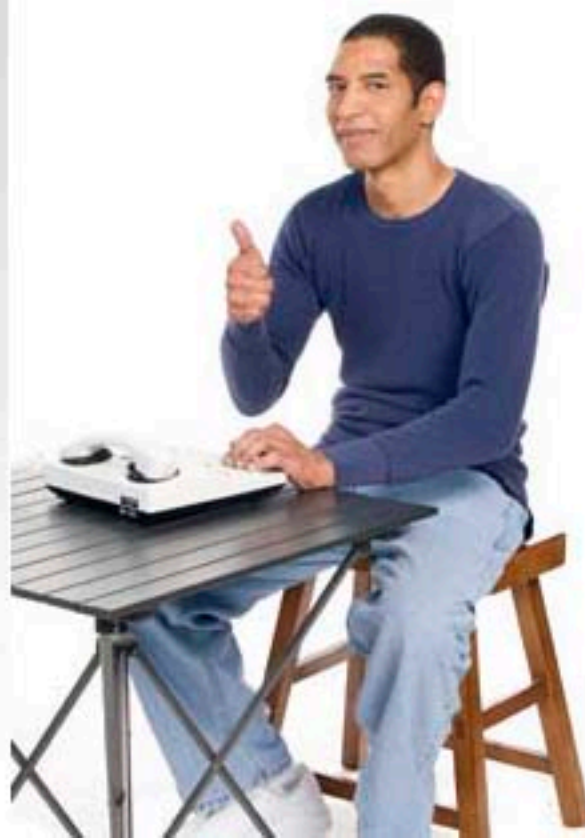
[Answering Machine](#)

[Emergency Call](#)

TTY:

Dial 7-1-1 or 1-800-548-2546

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Relay Operator, who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.



For more information:



[TTY to Voice](#)



[How TTY to Voice Works](#)

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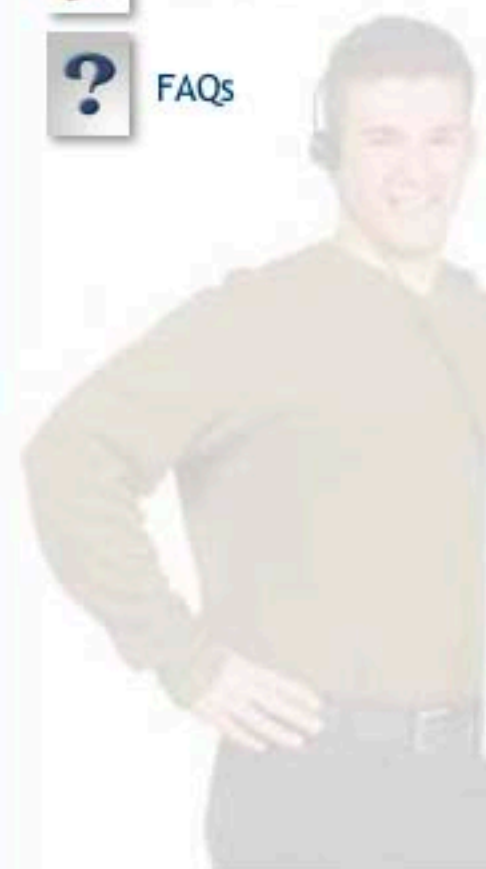
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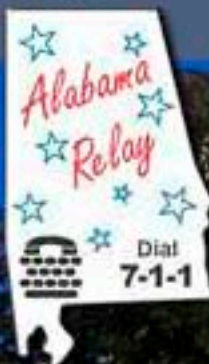


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Hi mom did you want to meet for lunch today? OK that sounds great yes that's what I was thinking that place over by the mall I have some shopping to do. Will you need a ride? Alright then I'll see you soon.



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How to get a CapTel®:

Purchase a CapTel Phone



[Order online](#)

Contact:

WCI

926 Colorado Ave.

Santa Monica, CA 90401-2717

(800) 233-9130 (Toll-Free -
Voice/TTY)

(310) 450-9918

CapTel@Weitbrecht.com

www.weitbrecht.com



Be sure to ask about the special limited-time pricing available to Alabama residents.

To apply for a CapTel phone through the Alabama Telecommunications Access Program (ATAP)

Alabama residents may be eligible to receive a free or loan CapTel phone through the Alabama Telecommunications Access Program (ATAP). The purpose of ATAP is to help people with disabilities buy specialized equipment they need in order to use basic telephone services.

For more information or to receive an application contact the AIDB Birmingham Regional Center at 1-205-328-3989 (voice & TTY).

Or go to the ATAP page for more information

At a Quick Glance



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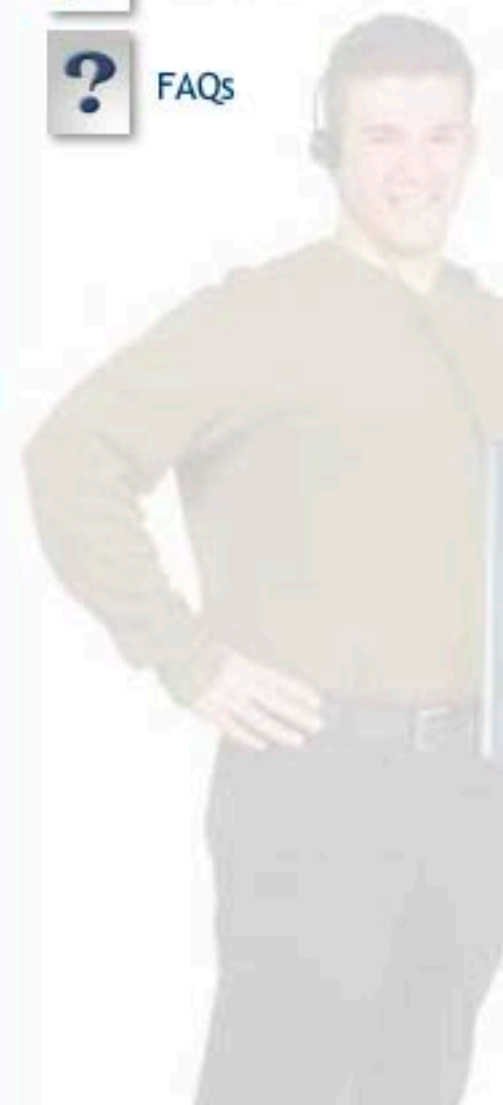
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Hi mom did you want to meet for lunch today? OK that sounds great yes that's what I was thinking that place over by the mall I have some shopping to do. Will you need a ride? Alright then I'll see you soon.



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Service Feedback



Are you satisfied with the Alabama Relay Service?



Do you have any complaints, comments, concerns or suggestions for us?

Please fill out the form below and press the gray "Submit" button when you are finished. The Alabama Relay manager or a representative will respond to you within two business days.

All information you provide us will be strictly confidential. No information you provide will be used by Alabama Relay for any other purpose beyond response and resolution without the express consent.

Date of Report:

Your Name:

Your E-mail:

At a Quick Glance



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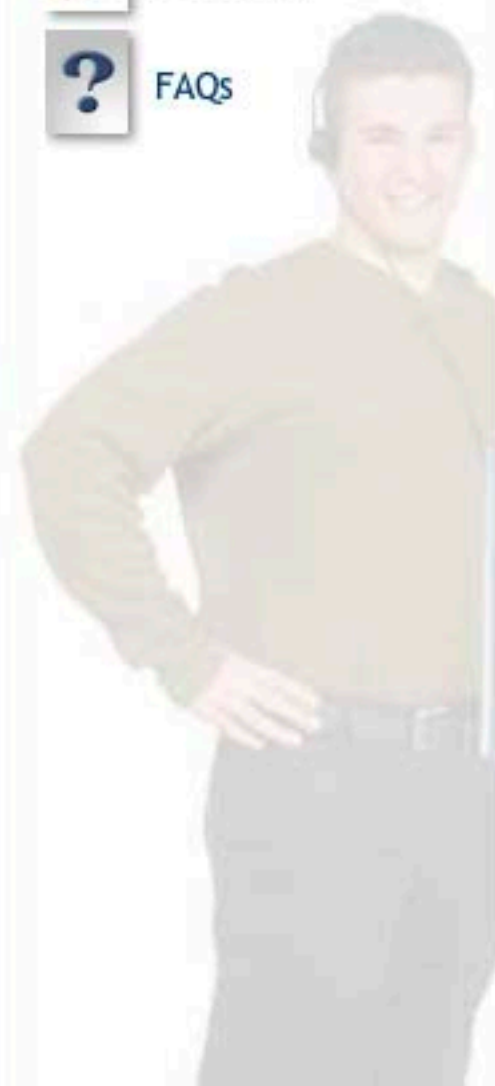
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Contact Us

Service Feedback

Contact Alabama Relay Team

Missy McManus

Relay Program Manager
Alabama Relay

- 411 Huger Street
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- melissa.mcmanus@sprint.com (E-mail)
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- Fax: 803-403-8354

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- 1-866-486-7860 (Fax)
- 951-208-7030 (Videophone)

Kenneth Goulston

Sprint Relay Store Sales Representative

- kenneth.a.goulston@sprint.com (Email)
- 866-656-3001 (Videophone)
- 1-866-948-0495 (Fax)
- To purchase wireless devices/smartphones, go to www.sprintrelaystore.com

Alabama Relay Customer Service

- 1-800-676-3777 (TTY/Voice/ASCII/VCO/HCO)

At a Quick Glance



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Don't Hang Up



Alabama Relay
Customer Profile



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FAQs





What is ATAP?

Contact Information

Alabama Telecommunications Access Program (ATAP)

The Alabama Telecommunications Access Program (ATAP) provides TTYs and other adaptive equipment to Alabamians with Hearing loss and speech disabilities who require special equipment to access the telephone system from their Local and/or Long Distance Telecommunication carriers.

Qualifying individuals may receive services and assistive equipment at little or no cost.

Eligibility is based on verification of one's hearing loss and a family's financial status. The level of the individual's financial participation is determined by a sliding fee scale if triggered by the level of family's financial status.



What Type of Equipment is Available?

- TTY, large visual display(LVD)TTYs and Captel
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over telephones
- In-Home Notification systems for door, phone, etc
- TTY software and corresponding modem for a personal computer
- Other adaptive equipment needed to connect to the telephone system

For more information, contact:

At a Quick Glance



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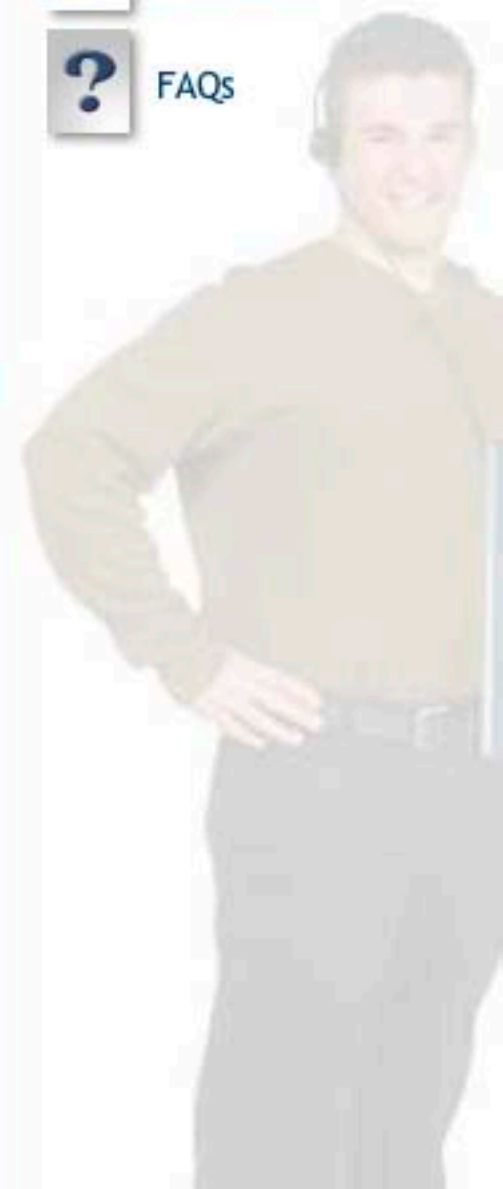
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Frequently Asked Questions (FAQs)

[If you are Hearing, click here](#)

[If you are Hard-of-Hearing, click here](#)

[If you are Deaf, click here](#)

FOR HEARING CALLERS ...

NOTE:

If you want information on CapTel, [please click here](#).

Who can use Alabama Relay

Alabama Relay is a free public service that provides a communication link between standard telephone (voice) users and persons who are deaf, deaf-blind, hard of hearing and speech-disabled using text telephones (TTYs), captioned telephone (CapTel) or personal computers via the Internet.

How do I contact Alabama Relay?

It's simple. Just dial 7-1-1 to reach a Relay Operator. The free 7-1-1 access number is available anywhere, anytime. CapTel users dial the 10-digit number directly.

Can I still use the old relay toll-free numbers (e.g., 1-800, 877, 888)?

Yes. You can continue using the 10-digit toll-free numbers. Also, you can use the numbers when you're unable to place a 7-1-1 relay call.

When dialing 7-1-1, I am unable to make a relay call. Why?

If you have problems with 7-1-1 when calling through your switchboard (which usually is a PBX telephone system), you will need to contact your PBX administrator to have the

At a Quick Glance



[Please Don't Hang Up](#)



[Alabama Relay Customer Profile](#)



[Service Feedback](#)



[FAQs](#)



Appendix I:
Alabama Relay Flyers

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Alabama Relay Service

provides a communication bridge between hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals!

*Just Dial **7-1-1*** or use these toll-free numbers:*



www.alabamarelay.com

Website: www.alabamarelay.com

800-548-2546 TTY

800-548-2547 Voice

800-548-0259 Voice Carry-Over

800-548-2546 Hearing Carry-Over

800-548-8317 Spanish Relay

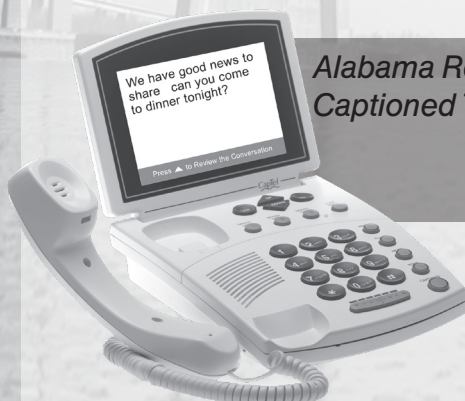
800-548-2928 Speech-to-Speech

900-230-4323 900 (Not Toll-Free)

800-676-3777 Alabama Relay
Customer Service

800-676-4290 Spanish Alabama Relay
Customer Service

877-787-1989 Speech-to-Speech
Customer Service



Alabama Relay
Captioned Telephone Service

See yellow pages
for more information

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call.

Are you tired of saying “What?” while on the phone? Try free **Alabama Relay** **Captioned Telephone Service**



www.alabamarelay.com/captel

Free Captioned Telephone (CapTel®) Service by Alabama Relay enables individuals with hearing loss to read what their caller says, while they speak and listen on the telephone.*

Alabama Relay Captioned Telephone Service:

- 24-hour service is offered at no cost to users.*
- Spanish Captioning is available for Spanish-to-Spanish calls
 - Hours are from 7 AM to 11 PM CST

The CapTel® telephone:

- Has a bright, easy-to-read display
- Up to 40dB volume amplification for captioned calls.**
- Functions as a regular telephone and can be used by everyone

How to get a CapTel® telephone:

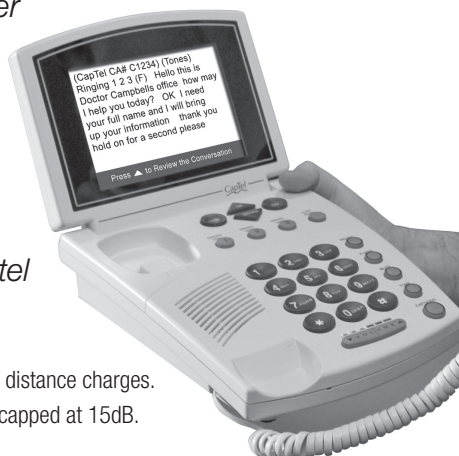
- www.alabamarelay.com/order

Websites:

- www.alabamarelay.com/captel
- www.sprintcaptel.com

* CapTel users are responsible for their own long distance charges.

** When not using captions, max amplification is capped at 15dB.



Sprint
CapTel®

Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel; whether caused by the negligence of Sprint or otherwise. Sprint reserves the right to modify, extend or cancel offers at any time without notice. Other restrictions apply. For details, see www.sprintcaptel.com. ©2012 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.